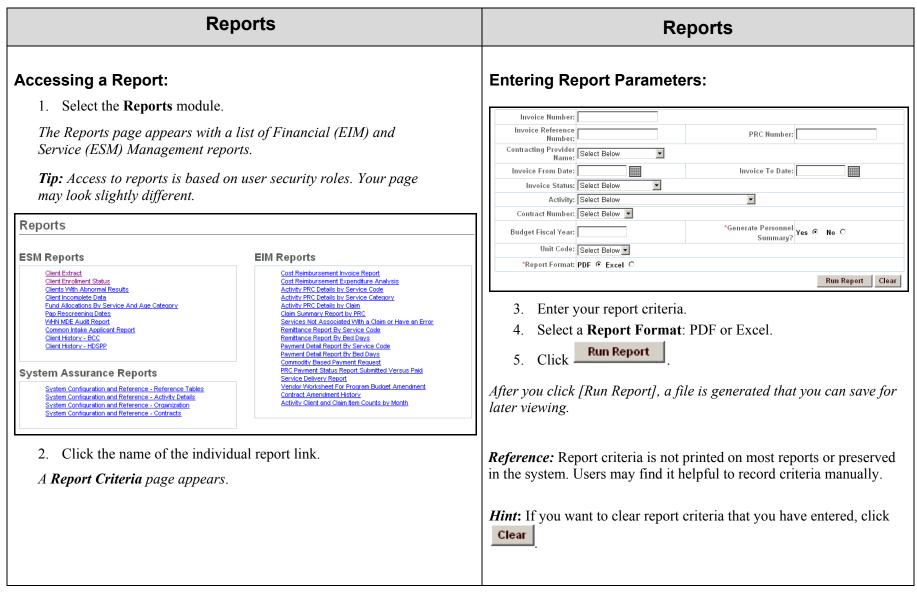


Virtual Gateway





Trouble-Shooting	
Problem	Possible solutions
Why am I not getting the results I expected?	 Double-check that criteria filters are correct Consider user security
Why doesn't this match my legacy reports?	Double-check that criteria filters are correct
Why can't I run the Personnel Summary Report (PSR)?	• EIM/ESM Application is able to run this report only when the Internet Explorer pop-up blocker has been turned off.

Virtual Gateway Help Desk 1-800-421-0938